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IEX TotalView - [Management Units]

File Edit View Special Skill BU Call Type/Team MU Report Admin Tool VP Window Help

State-of-the-Art Call Center

MU Definition Agent Groups Parameters Fairness **Preferences** Limit Positions

☒ Force Start Outside of MU Hours  
☒ Force First Preferred Start  
☐ Preference Across Skill Groups

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

132  
134  
136  
138  
140  
142

12:23 pm Link 27 Up

130

FIG. 1

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Agent Preferences

Preferences

Start Times

Lunch Times

Days Off

Fairness

Custom

☒ Use Custom Preference Priority

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

179

FIG. 2

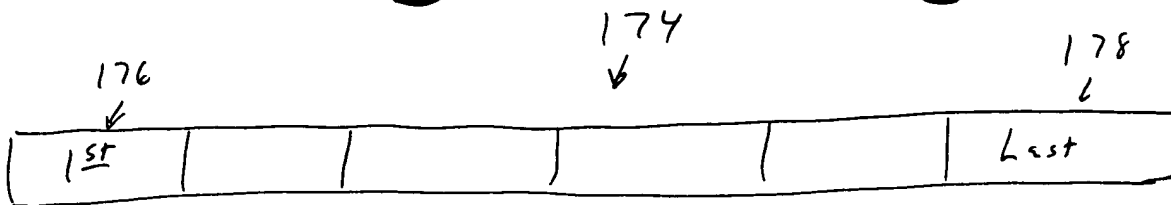


Fig. 3

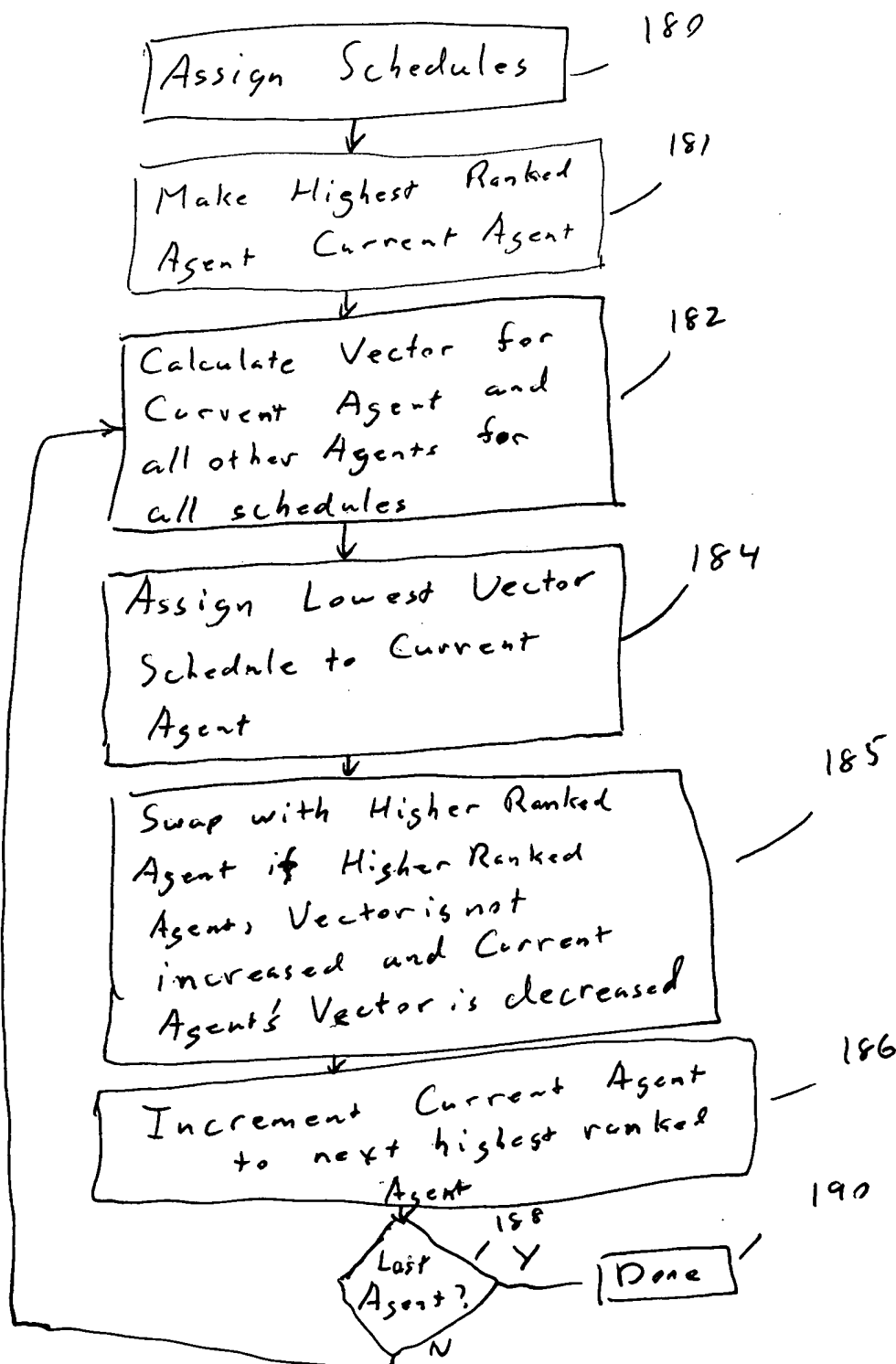


FIG. 4

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